

NASA TECH BRIEF

Lyndon B. Johnson Space Center



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Motivation Techniques for Supervision

An instructor's guide, entitled "Motivation Techniques for Supervision," deals with various aspects of employee motivation. The objective of this guide is to produce employee work attitudes, work practices, and work processes which will result in either a measurable reduction, or prevention, of errors in sensitive program work assignments. Because quality motivation deals directly with measurable error rates and individual employee pride in workmanship, the program presented by this guide can be effective in all types of industry.

Quality motivation, as presented by the guide, differs from the traditional employee morale in four significant ways:

1. It is addressed to all employees, and encourages error reduction, or prevention, with specific goals for supervisory level groups and individual employees.
2. It specifically involves individual employees in the processes of identifying causes of error, altering work performance to eliminate causes of errors, and establishing quality workmanship goals at the group and individual employee levels.
3. It is planned and managed as part of mainstream department operations.
4. It entails motivational communication involving employee recognition and an awards program in direct support of error reduction and prevention.

The guide comprises two four-hour training sessions, which include approximately 50% of student participation time. Basically, the training guide describes methods designed to improve communication between supervisors and subordinates, to create a feeling of achievement and recognition for every employee, and to retain personnel confidence in spite of some negative motivators such as job uncertainties following completion of a project. The end result of this training is the reduction or prevention of errors.

Note:

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